

Minutes of Board Meeting
Teleconference
July 9, 2014
10:00 a.m.

Present via teleconference were Chairman Trummie Patrick, David Connell, Lynda Coker, Jeff Wigington, Kelly Gay, Anthony Heath, Virginia Galloway and Carolyn Roddy. Participating in the conference call from the Office of the State Attorney General was Ms. Angelique McClendon, and from the Office of Planning and Budget, Ms. Terry Oluleye. Also participating was Jennifer Ammons, an attorney from the Law Offices of Head, Thomas, Webb and Willis.

Establish Quorum/Call to Order

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:02 a.m.

Approval of Minutes

Chairman Patrick called for a motion regarding the minutes from the June 11, 2014 Board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining Board members.

Commissioner's Report

Commissioner Mikell began by announcing the official ground breaking for the two new Cobb County CSC's to be held on July 28, 2014. Governor Nathan Deal is scheduled to attend the ceremony. His assistant, Cynthia Stewart, sent an email to the Board members with a photograph of the artist's rendition of the finished buildings. The ground breaking ceremony for the two centers will be at 1605 County Services Parkway in Marietta, Georgia.

Commissioner Mikell briefed the Board on the CSC's performances. In the centers we continue to do extremely well despite the incredible volume of customers. In June, we had 321,498 transactions in the field and our statewide average wait-time was only 20 minutes and 48 seconds. We had 24 centers meet the 95% goal. In June, there were four days where we had 17,000 transactions, four days with 18,000 transactions, three days with 20,000 transactions and one day with 21,000 transactions.

Our wait-time has dropped tremendously. In March, we had ten CSC's meet the 95% goal. It jumped to 18 CSC's in April, 20 CSC's in May and 24 CSC in June. We had 23 consecutive business days with a statewide average wait-time of less than 30 minutes. Of the last 77 business days, we have only missed the 30-minute mark once.

On Tuesday, the day after the Independence Day holiday, we had over 22,204 statewide transactions with an average wait-time of only 20 minutes and 34 seconds. This was the second busiest day we have had in DDS's history.

Our Deputy Commissioner, Spencer Moore, briefed the Board on our call center. We are one of the busiest call centers in the state, if not the busiest. One of the focuses over the past couple of months has been reducing agent talk time. In an effort to help the customers, an agent often spends quite a bit of time with each one, which can be a disservice to the customers who are holding on the line. Our focus now is for the agent to be able to get a customer on the phone and deliver a consistent and efficient message about the customer's request in a time of less than three minutes. On average, agents have been able to get the goal of three-minute talk time down to 2.5 minutes.

Commissioner Mikell gave an update on our new facilities projects. For Ft. Benning, we have not set the grand opening celebration date, but we do know the first operational date is August 6, 2014. This facility will be part-time and open on Wednesdays and Thursdays. For Bainbridge, we also do not have the grand opening date, but the first operational date is scheduled for September 3, 2014. The Colquitt CSC, which is located close to Bainbridge, has its last operational day on August 22, 2014.

The legislation passed during the last session went into effect on July 1, 2014. Everything required of DDS to prepare for the July 1, 2014 deadline is completed, most of which was computer programming. For example, we had five new offenses added to the driving table for which citations can now be written; and we added the availability of driving on a receipt to our online services.

Commissioner Mikell stated that he and Mike Mitchell, our Legislative liaison, attended the Georgia Association of Tax Officials conference. During the question-and-answer session, a tax commissioner asked if, on the online receipt, when a customer has an address change if we could put the old and new addresses on the receipt. That suggestion made sense and has since been implemented.

Brett Young, Assistant Director of Field Operations, gave an update for a pilot project for road test reservations. Currently, the reservation system we have for road tests allows for a 40-minute test intervals. On average, road skills tests take approximately 20 minutes. Three CSC's were used to pilot a new reservation system where we would reduce the average road test time slot to 20 minutes. In Norcross, under the old system, we handled 178 reservations per week; the new system raised the number of reservations to 216 per week, an increase of 38 reservations. In Decatur, we handled 122 reservations per week; with the new system, we handled 216 reservations, an increase of 94 reservations. In Gainesville, we handled 112 reservations per week; with the new system, we handled 206 reservations, an increase of 94 reservations. On July 26, 2014 we will be expanding this pilot to six more centers which include Lithonia, Sandy Springs, Forest Park, Locust Grove, Marietta and North Cobb.

The second pilot for DDS is the Self Service Kiosk. The department has purchased 20 kiosks for 10 CSC's. Gainesville and Decatur will begin the pilot. The implementation of these kiosks will be in two phases. The first phase is a self-service ticket issuance. The customers can issue themselves a ticket and this will eliminate the information desk and let us put more focus on lobby management. The second phase is

an online remote check-in process, which allows the customer to go online and make an appointment; when they enter the center, they will be placed in a priority line.

Michael Mitchell updated the Board on a recent survey regarding the default printing on the driver's license and I.D. cards of residential addresses versus mailing addresses. This survey was sent to County Tax Commissioners, law enforcement personnel, Magistrate Courts, Probate Courts, Municipal Courts, Superior Courts and State Court judges and clerks. There are approximately 384,000 customers who possess a driver's license or ID card that has a mailing address different from their residential address. Currently, the barcode on the back of the license contains both addresses, but this is a challenge to some of our business partners because they do not have the equipment to scan the barcode. The survey ran between May 20, 2014 and June 6, 2014. We received 933 responses. Of the 933 survey participants, 449 were from courts, 380 were from law enforcement and 104 from tax commissioners. There was overwhelming support that we print the customer's residential address on the driver's license, as the default, understanding the customer can always request the mail address if desired. DDS is working this change into our list of projects.

Kecia Bivins, the Director of Regulatory Compliance, gave an update on the Driver's License Advisory Board, the GBI Audit, and the CDL Passenger Test. The Driver's License Review Board's purpose is to assist the agency by reviewing and making recommendations on medical reports that have been submitted by persons on behalf of customers seeking to acquire or maintain their drivers' licenses. We recently recruited eight Board-Certified physicians in various specialty areas to volunteer their time to serve on the Board. We have four geriatric physicians, a neurologist, an orthopedic surgeon, a psychiatrist, and an ophthalmologist. Their terms became effective July 1, 2014, and are valid for four years.

On June 25, 2014, we had a GBI Non-Criminal Justice Audit conducted. The Regulatory Compliance Division runs state and federal background checks on applicants seeking certifications for driver safety programs. Of the six major categories and 49 subsections, we were only found to be out of compliance in one area. This minor non-compliance citing was for the agency not having a written policy for a man-made or natural disaster for the protection of criminal history records. The department is in the process of updating our Emergency Preparedness Plan, which will include a policy establishing guidelines in the event of a man-made or natural disaster to ensure that the Georgia Crime Information Center (GCIC) and the National Crime Information Center (NCIC) records are secure. We anticipate having the policy finalized and implemented by November 30, 2014.

As the result of feedback from the CDL industry regarding the CDL Instructor Test, we have re-evaluated the test we administer to potential CDL instructors. There are three components to the CDL test and one area had a high fail rate. We revised the passenger vehicle test questions by eliminating these questions which have no relationship to CDL drivers. Since the revision of the test, the pass rate has gone from 36% to 75%. CDL schools are now able to expedite hiring of these instructors, which allows for more CDL drivers on the road without compromising safety.

Lastly, Chairman Trummie Patrick commended Commissioner Rob Mikell and the DDS staff for their great work.

Before proceeding with the agenda, Chairman Patrick did a second roll call of Board members to ensure we had a quorum on the line. Still present on the call were Virginia Galloway, Carolyn Roddy, David Connell, Lynda Coker, and Kelly Gay.

Petition for Rule Change

Cassandra Williams, General Counsel, reviewed the following rule:

375-3-3-.22 Review of Withdrawals Resulting from Out-of-State Conduct

A rule change request has been submitted by Jennifer Ammons, an attorney with the Law Offices of Head, Thomas, Webb and Willis. The request change is for rule 375-3-3-.22, which relates to the Review of Withdrawals Resulting from Out-of-State Conduct. She has a client who is a Georgia driver's license holder who received a DUI in the state of North Carolina. When North Carolina suspended her client's privilege to drive in North Carolina, that action required Georgia's DDS to cancel his driver's license, pursuant to O.C.G.A. § 40-5-22 and rule 375-3-3-.22. Her client will be ineligible for a limited driving permit as well. DDS recommended denial of the request.

Virginia Galloway motioned to deny the rule change request. David Connell seconded the motion with unanimous approval by the remaining Board members.

Chairman Trummie stated that even if the Board granted the request and amended the rule, the client would still be precluded by Georgia law from being able to drive legally or to be eligible for a permit. Commissioner Mikell agreed with the interpretation of Chairman Trummie and also mentioned that the department has discussed this issue with the State Attorney General's office, who agreed with the explanation that DDS provided.

Petitions for Board Waiver

Carl Belisle – He is seeking a Georgia driver's license. He has a valid Ohio driver's license. He has a birth certificate, a Social Security card, New Jersey and Connecticut school records, and an application for a new certificate of Birth Abroad, a DD214 of his father, and a birth certificate of his father. He was born abroad to an American parent in the Philippines. On June 15, 1991, a volcano caused a suspension of issuance of documents. He is missing his Consular Birth Abroad Documents. Ms. Williams stated that the department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

Alex Castro – He is seeking a Georgia's driver license. He has a birth certificate but his name was misspelled as "Alexs" on it, a court order to amend his birth certificate, a business license, a DDS letter, a Social Security Card, a firearm license, a DD214, a marriage certificate and divorce papers. Ms. Williams stated that the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Tanya Guzzardo – She is seeking a driver's license. She currently has a valid Florida driver's license. She is unable to locate her birth certificate from Ohio. She has a copy of her lease, her school records, a county hospital card, a library card, a Social Security statement, a notary license, a driver's education certificate from Kansas and child adoption papers. Ms. Williams stated that the department does not support the approval of the waiver because there is not enough information submitted to demonstrate the name change from maiden name to marriage name.

Virginia Galloway motioned to deny the waiver; Lynda Coker seconded the motion with unanimous approval by the remaining Board members.

Christopher Hamilton – He is seeking a driver's license. He has a birth certificate from Germany, a translated copy of his birth certificate, adoption papers showing his name change, a court order name change, his adopted father's birth certificate and his death certificate, his adopted father's DD214 and his mother's naturalization certificate. Ms. Williams stated that the department does not support the approval of the waiver because there was not enough information to demonstrate his citizenship. Ms. Williams suggested that he obtain a Certificate of Naturalization/Citizenship.

Virginia Galloway motioned to deny the waiver; Kelly Gay seconded the motion with unanimous approval by the remaining Board members.

Christen Loyko – She is seeking a Georgia ID Card. She is 17 years of age. She is homeless and lives in Columbus, Georgia. She is underage and therefore needs the signature of her parents or guardian or she must be emancipated with court documents. Her parents are not available for signature. She has all the documents to process her through secure ID. Ms. Williams stated that the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

Larry West – He is seeking a driver's license. He has never been licensed in Georgia. He has his hospital birth certificate, a marriage application, a DD214, a Social Security statement, a marriage certificate, his child's birth certificate, an affidavit from his brother, a Social Security card, a veteran ID card, a valid Florida driver's license and a copy of his school records. Ms. Williams stated that the department supports the approval of the waiver.

Virginia Galloway motioned to approve the waiver; David Connell seconded the motion with unanimous approval by the remaining Board members.

New or Old Business

The next Board meeting is scheduled for August 13, 2014.

Adjournment

There was no further business to discuss. Chairman Patrick called for a motion to adjourn. A motion was made by Lynda Coker; Virginia Galloway seconded the motion with unanimous approval by the Board.

Respectfully submitted,

Kelly H. Gay, Secretary